

ABSTRACT

A method of providing network access across a shared communications medium between competing users pursuant to SLAs of the users includes the steps of: (a) monitoring network access usage by each user during a time interval; (b) comparing the
5 monitored network access usage by each user with a predetermined threshold value; and (c) soliciting a user to modify the user's SLA if the user's monitored network access usage varies from the predetermined value by a predetermined tolerance. The solicitation is conducted via email, instant messaging, redirection of a web browser of the user to a solicitation web page, generation and mailing of literature, telephonic
10 communication, or other communication avenue.